INFORMATION TECHNOLOGY MANAGER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

JOB OBJECTIVES

To oversee, manage and perform information systems operations and activities, including network administration, hardware and software maintenance, user support and training functions associated with the City's computers and network operations; to coordinate and perform assigned activities with City departments and staff; to develop training programs for computer hardware and software usage; to manage citywide technology and automation growth to meet the needs of City departments; and to perform a variety of technical duties relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the City Manager.

Exercises direct supervision over subordinate staff.

ESSENTIAL JOB FUNCTIONS

The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:

1. Plan, prioritize, assign, supervise, review and participate in the work of technical staff.

2. Participate in the development, preparation and administration of the information technology budget; assist in the forecast of funds needed for equipment, materials and supplies; monitor expenditures; recommend adjustments.

3. Oversee, manage and perform a variety of technical duties in support of hardware and software maintenance, user support, network administration and training functions; administer and maintain network file servers, database servers, applications servers, client desktop workstations and network wiring, routing and communication equipment.

4. Develop, implement and communicate policies and procedures related to operations and security of network assets; personal and mobile computers; data and information systems; technology acquisition and lifecycle management; IT systems management; service levels, system resilience and disaster recovery.

5. Consult with department directors to develop system solutions consistent with organizational objectives and needs. Provide budgetary estimates for systems as needed. Assist in preparing RFPs and other procurement documents. Review IT purchases for consistency with overall plans and City guidelines.

6. Participate in and support activities related to the City's information technology steering committee. Provide project and program status reports. Follow policies, priorities and resource allocations as directed by the steering committee and executive leadership.

7. Communicate with other departments to report and resolve software, hardware and operations problems. Acquire, implement and maintain software applications for general office and departmental systems to support City objectives; provide higher level assistance in troubleshooting technical issues; ensure software is maintained and upgraded as necessary.

8. Oversee and participate in administration and maintenance of network infrastructure and servers; provide for network security, user account management and Internet connectivity; ensure adequate network performance to support City applications; maintain email systems including archival processes to meet state retention requirements.

9. Implement and maintain sustainable system backup processes. Assist in restoring or recovering files and/or systems; develop and implement disaster recovery policies and procedures, including periodic testing of system restorations.

10. Respond to client inquiries concerning systems operations and performance. Perform high-level analysis of system hardware, software and operator problems. Triage and address highest impact issues first.

11. Recommend, implement and conduct training programs for applications and programs; assist City employees to achieve optimal use of technology in accomplishing departmental objectives.

12. Ensure the City's information technology assets are properly maintained through their usable lifecycle; monitor hardware, warranty and support information.

13. Monitor software programs and licensing compliance; negotiate contracts with and coordinate activities of hardware, software, telecommunications and other technology vendors.

14. Participate in the selection of assigned staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

15. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of information systems; research and evaluate new technologies.

16. Coordinate technical requirements and activities with partner organizations such as the Broadband User Group (BUG) and Washington County Cooperative Library Services (WCCLS).

17. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Operations, services and activities of an information technology program.
Principles of supervision, training and performance evaluation.
Application of technology to public sector operations.
Geographical Information Systems.
SCADA systems.
Principles and practices of systems and network architecture.
Principles and practices of information technology service management (e.g. ITIL).
Operational characteristics of various computer platforms, applications and peripheral equipment.
Mobile computing practices and security challenges.
Methods and techniques of hardware and software configuration and installation.
Methods and techniques of troubleshooting network, telephony and information systems hardware and software.
Networking technologies, image and data transmission, telecommunications and web-based applications.
Environment development best practices.
Development environments such as ASP, NET and Open Source.
Principles and practices of network administration.

Basic principles and practices of training and instruction.
Modern office procedures.
Principles and practices of customer service.
Pertinent Federal, State and local codes, laws and regulations.

Ability to:

Supervise, organize and review the work of lower level staff.
Select, supervise, train and evaluate staff.
Perform a variety of management and technical duties in support of various technology systems hardware and software.
Install, configure, troubleshoot and/or repair computer and network hardware and software problems.
Perform network administration duties in a backup role during leaves of the network administrator.
Develop and conduct training programs for client-server applications and programs.
Provide project management for various information technology projects, keeping projects within budget and on schedule.
Respond to requests and inquiries from network and desktop users.
Monitor and maintain local area networks.
Develop and conduct user training.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with executive management, department heads and all City employees.

Education and Experience Guidelines

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Equivalent to a Bachelor's degree from an accredited college or university with major coursework in computer science or information technology.

Experience:

Five years of increasingly responsible experience in one or more areas of information systems (application development, business/systems analysis, project management, systems administration, etc.), including at least two years of administrative and supervisory responsibility.

PHYSICAL DEMANDS AND WORKING CONDITIONS

The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

Environment: Office environment; exposure to computer screens.

Mobility: Incumbent may require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time; extensive use of computer keyboard; moderate or light lifting and carrying, bending, stooping, kneeling, crawling.

Vision: Visual acuity to read computer screens and printed documents.